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TOWN OF MANCHESTER
POSITION GUIDE

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Title: Technical Support Specialist
Department: Information Systems
Reports To: Director of Information Systems

NATURE OF WORK

Responsible for customer technical services and the technical support of hardware, software and network services in a 24 hour a day 7 day a week operation. Provides emergency online support and call-in support for town information systems. Interfaces with technical staff responsible for production computer business and records applications as required. Supports formal and informal training programs.

ESSENTIAL JOB FUNCTIONS

Provides technical customer support both on-site and remotely using audio/video and on-line technology.

Tests and installs current/upgraded/modified work-station hardware and software required by end user.

Electronically catalogs and maintains database of user I.D.'s, passwords, workstation specifications and end user problems.

Analyzes/diagnoses end user workstation problems by logging onto workstation remotely, troubleshooting/correcting problems, viewing end user steps, providing guidance/suggestions/
training on on-line, real-time basis while end user witnesses modifications on own workstation as changes occur.

Provides on-site, one-on-one analytical/diagnostic support to end users throughout town; provides on-site, one-on-one hardware, software and network training to end users throughout town.

Researches and analyzes technologies requested by I/S Department in order to provide advice and recommendations on technical applicability to various I/S projects.

Performs Internet application program maintenance and enhancements.

OTHER JOB FUNCTIONS

Works with I.S. Director and I.S. Technical Support Staff on equipment/systems planning and procurement requirements.

Provides and participates in classroom training and technology research for Information Systems staff and end users.

Builds and maintains expertise in Town's hardware, software and network technologies.

Performs other duties as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Comprehensive knowledge of PC hardware (internals and all peripherals).

Comprehensive knowledge of WINDOWS, NETWARE, DOS.

Must have or be capable of developing before completion of probation a comprehensive knowledge of Video Conferencing, PC to PC dialog software and Remote Access.

Ability to perform under stress (i.e. systems down, tight time frames, difficult end user) and to deal with irate customers in all situations, across all levels of the organization.

Working knowledge of protocols (IP, IPX, LLC, NetBEUI), DHCP, WEB support, AS/400 connectivity.

Working knowledge of desktop products - Word Processor, Desktop Database Manager and Electronic Spreadsheet (Microsoft, Word Perfect, Lotus, products preferred).

Working knowledge of Internet browsers, Shiva Remote Access Services, remote connection and control facilities such as

Remotely Possible, Internet Voice, Video and Data Applications.

Skilled in the physical configuration and set-up of Personal Computers and peripherals.

Skilled in the loading, configuration and set-up of WINDOWS 95, NETWARE, IP, IPX, LLC, NetBEUI, DHCP, WEB support.

Skilled in the use of Internet application programming facilities ie Web Browser, program file editor and "studio" type application development facilities such as MS FrontPage and Allaire ColdFusion Studio.

Able to use Web application programming languages ie. HyperTextMarkupLanguage, Web programming HTML "tag" language element (eg. Cold Fusion Tags), Scripting (eg. JavaScript) and Data Base Management System communication interfaces ie. Microsoft ODBC, Oracle database communication.

Capable of using the trouble shooting and debugging facilities of Web site management system.

Ability to communicate effectively regarding technical information, problems, solutions, etc.

Must have good interpersonal skills and ability to maintain effective working relationships with co-workers at all levels.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS
Must be mobile and able to lift 50 pounds with frequent lifting and/or carrying of objects weighing up to 25 pounds, and occasional climbing of stairs with objects weighing between 25-50 pounds.

Must be able to perform moderately difficult manipulative skills such as the insertion of computer circuit boards and simple motor skills which require hand-eye coordination such as using a keyboard or computer.

Must be able to see objects closely, as in reading and typing a document; hear normal sounds with background noise, distinguish voice patterns and communicate through speech, as in using a telephone.

Must be able to concentrate on fine detail with constant interruption, attend to task for 45- 60 minutes at a time, remember multiple assignments given over long periods of time, and understand the theories behind several related concepts.

Ability to get along with co-workers, supervisors, customers and the public at large.

Frequent exposure to dust, fluctuation in inside temperatures and electro-magnetic radiation as in computer screens.

MINIMUM TRAINING AND EXPERIENCE
Graduation from high school or equivalent plus one (1) year technical training or a minimum of two (2) year's hands-on experience in PC based hardware, software and network technologies.

THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.